VELOPRESSO
ORDER GUIDE

The Velopresso is a specialist, pedal-driven coffee vending tricycle for the commercial market, intended for operation by an experienced barista with a love of bicycles and everything that goes along with artisan coffee and bicycle culture. Combining an ultra-low carbon footprint, true mobility and espresso machinery capable of making great coffee, and built to last, the Velopresso is uniquely pleasurable machine to own and use – and a real crowd-pleaser too.

But it's also a large investment for anyone and – once you've placed your order – your machine will be custom-made by us for you, in the colour of your choice and branded to your design. And because each Velopresso is a bespoke machine, it is non-returnable, so before we take your order we want to make sure that you've thought beyond the shiny exterior to the practical realities of daily life with a Velopresso, and you're sure it's for you.

Even if you've done lots of research already, please read this document and consider what follows carefully. You'll be asked to confirm that you've read and understood this Order Guide when you submit your online Registration Form.

1. ABOUT YOUR VELOPRESSO

— **International compliance:** Our FCL1-Velo espresso machine is CE marked and is supplied with an EC declaration of conformity and a boiler safety test certificate. The Velopresso coffee tricycle has been designed to comply with UK and EU legislation regarding the use and transportation of LPG, and has been approved for use as a mobile catering vehicle. If you are outside the EU, your Velopresso machine is sold to you as a private import, and you, as the owner/importer, are responsible for checking local compliance: please refer to the Specification and do your own checks to ensure the Velopresso coffee tricycle conforms to your local (national) health and safety directives concerning mobile catering vehicles/units. Please email us with any queries, hello@velopresso.cc

— **Machine weight & dimensions:** The complete Velopresso machine weighs approximately 175kg unladen and measures 2.46m long (2.2m with rear wheel turned), 1.11m wide and is 1.89m high (1.67m with the lever removed). Please see Specification for more detailed dimensions.

— **Espresso machine:** The Velopresso FCL1-Velo espresso machine is a gas-fired, *single*-group lever machine. This means it makes one drink (or two single espressi) at a time. There is no room on a Velopresso to have a two-group machine, and we had to work hard to design a commercial

single-group machine that is compact enough to fit the space. This means that if you are a skilled barista with a constant line of customers, taking orders and payments as you work, you can make around 40 cappucini or flat whites in an hour, or 80–100 single espressi.

— **Grinder:** Operating a manual grinder (and lever espresso machine) takes some professional training to acquire a good understanding of the processes of calibrating the grind fineness, dosing, tamping and timing the pre-infusion to achieve perfect extraction for your chosen coffee. It is not a 'push-button' experience, and takes practice before mastering to get best results.

— **Real coffee:** Velopresso is best suited to making espresso, and the shorter espresso shot-based drinks (i.e. espresso macchiati, flat whites, cappuccini), in 6 or 8oz cups. If you make longer drinks such as Americanos, lattes and teas, you will need to restock the on-board water and milk supplies more regularly, and you will also consume more gas. The espresso machine will not accommodate 10 or 12oz takeaway cups.

— **Cyclist height:** The Velopresso frame is currently made in one-size only. As there is an optimal saddle height in relation to the coffee machinery and work surface, height adjustment is done at the boom bottom bracket ('at the pedals') which can be raised or lowered, and allows for a user height range of approximately 1.68m (5'6") to 1.93m (6'4"). If the intended user is at either end of this range please contact us to discuss in detail before ordering. Velopresso is not suited to frequent height adjustments as it takes time and tools to raise or lower the 'boom' and correctly reset belt tension. If two or more baristas of similar height are to use one Velopresso regularly, it may be possible to find a median position for the riders to avoid making regularly height adjustments to the 'boom'. Small height adjustments (+/- 20mm) can be made quickly at the seatpost ('saddle').

— **Pedals and shoes:** It is possible to ride the Velopresso in normal shoes, but for coffee-making – where you pedal to power the grinder and water pump – it is *essential* to use 'click-in' cycling shoes and pedals. We recommend the SPD system, but other types can be used, if preferred. The choice of cycling shoes is very personal and as this also determines the choice of pedal, and for these reasons the trike is supplied *without* pedals as standard. But we can supply our recommended SPD pedals as an option, and offer advice on shoes if required.

— **Riding the Velopresso:** The Velopresso tricycle transports and powers your valuable coffee machinery, and great care should be taken when riding, to protect your investment – as well as yourself and other road users! Velopresso has powerful brakes because it is heavy, and even when ridden slowly it has a lot of momentum due to its weight. Speed should be kept below 20kmh (12mph) at all times. Bumps, potholes and rough roads should be avoided. The 3-speed hub gear combined with our chainring and sprocket choices gives the Velopresso appropriately low gearing for easy starting and for riding up inclines, but given the laden weight of up to 250kg, Velopresso is *not* suited to riding in hilly areas. When riding on public roads, a high level of road-user awareness is required and narrow, busy roads should be avoided due to its relatively low speed. All legal bicycle lighting requirements should be observed as a minimum (lights not

supplied) and wearing of high visibility clothing is recommended. Never ride with an umbrella mounted.

2. BUYING OPTIONS

— **Standard machine:** There is no scope for special alterations or custom machine requests at this time – the Velopresso machine is a complete, designed solution and cannot be modified, or supplied for use with other machinery. In the future there may be alternative configurations or modules available – tea, ice cream, juice, etc. – but for now Velopresso is sold as per the Specification, with the unique Velopresso grinder and espresso machine only. It is not possible to buy the trike, grinder or espresso machine independently.

— **Colour:** The Velopresso is supplied with the trike frame and espresso chassis powder-coated black (RAL 9005) as standard. As an optional extra, you can select one of our 14 custom RAL colour options for the trike frame and/or the espresso machine – see Specification. If you require a bespoke colour, please select this option on the Order Form, and supply the colour reference.

— **Branding:** One set of branded side panels, printed to your design, is included in the price. Additional sets can be supplied either at the time of order or at a later stage. You will need to prepare your artwork in Adobe Illustrator using the template we supply when you confirm your order. Please note that we will check your file prior to printing to ensure that it meets the technical requirements for the Velopresso, but we are not responsible for any errors within the design and content of your artwork, and reprints will be charged in full. If required, Velopresso Lts also offers an in-house design service, enquiries to hello@velopresso.cc

— **Umbrella:** As an optional extra you can add a plain colour or custom-printed umbrella to your order. You will need to prepare your artwork in Adobe Illustrator using our template. We will check your file prior to printing, but we are not responsible for any errors in your artwork.

— **Pedals:** You can choose to buy SPD pedals from us, or purchase your own. You will need to buy your own compatible cycling shoes.

— **Spares and accessories:** Additional components, such as portafilters, coolbox inserts or hand-wash unit can be purchased when you order.

3. INSTALLATION, SET UP AND TRAINING

The Velopresso machine is shipped assembled, except for the espresso machine and grinder, which are boxed separately within the main crate to reduce shipping volume and to protect them in transit.

The installation of the espresso machine and grinder, and the initial setup of all operational elements – including setting ‘boom bottom bracket’ height correctly, connecting the water supply and gas installation – must also be carried out in accordance with the instructions in the User Manual provided. The Velopresso must always be operated and maintained in accordance with instructions in the User Manual.

The gas installation (the connection of the espresso machine to the gas cylinder – not supplied) must be carried out by a registered gas engineer (local regulations may apply). In the UK the gas installation of all catering equipment must, by law, be installed and certified as safe by a registered Gas-Safe engineer, and is subject to annual checks thereafter.

The Velopresso team is based in London, UK, and do not routinely visit customers, but we will support and advise via email, online videos, Skype, and telephone conversations as needed.

Within the UK, installation and training may be arranged, paid for by the customer on the company's standard rates. For more information enquire to hello@velopresso.cc

4. ORDERING PROCESS

This is the order process:

- **Do your research.** Read the Velopresso Specification, the Terms & Conditions of Trade, the Shipping Guide and this Order Guide.
- **Complete the online Registration Form and submit it to us.** We will check your Registration Form and, if we can schedule your order into the next production batch, we will email you (i) a link to the online Order Form; (ii) an invoice for the 1st Payment of 10% of the price of each machine to be ordered (plus VAT, as applicable); and (iii) the template(s) you are required to use to submit your artwork for your branded panels and umbrella (if required).
- **Complete your Order Form online, and pay the 1st Payment to secure your order.** Once your payment is accepted, we will send you an order acknowledgement, allocate you a place in the production schedule and provide you with a provisional manufacturing completion date.
- **Pay the Second Payment invoice to start manufacture.** Before manufacture begins, we will calculate your total order value including your selected optional extras, crating and shipping as required. We will send you an invoice for the 2nd Payment, which takes your deposit to 50% of the total order value. The 2nd Payment invoice must be paid on receipt. The combined 1st and 2nd Payments constitute the 50% 'production deposit' which is non-refundable. Once payment is received, we will provide a provisional shipping date and ask you to submit your finalised artwork for your branded side panels, and umbrella (if required). Note that production will not commence until the cleared funds are in our bank account, and a delay in payment may result in your order being moved to the next production batch. We aim to complete production within 12 weeks of receiving the 2nd Payment.
- **Pay the 3rd Payment invoice to secure release for collection or delivery.** On completing manufacture, we will send you an invoice for the 3rd Payment, the final 50% balance of payment due on your order. Receipt of this final payment secures release for collection or delivery/shipping of your Velopresso order to you. Please note that if you are outside the EU, any import duties and taxes are not included, and will be payable by you to the local shipping agent prior to local delivery to final destination.

All payments must be made by bank transfer, quoting our invoice reference. Funds must be cleared into our account for 7 days before each payment is accepted as received.

All VAT numbers supplied will be checked prior to invoicing, and if there is any discrepancy between company details and VAT number, VAT will be applied to the invoice.

5. ABOUT YOU & YOUR BUSINESS PLANS

These notes and questions are here as a guide to help you prepare for the business side of owning and operating a Velopresso:

— **Experience:** Have you (or your intended operator) had professional barista training, and have you worked in the independent coffee market? Do you have experience of running your own business? If not, do you have a clear idea of what's involved?

— **Startup funding:** Aside from the cost of your Velopresso, do you have the start-up funding to get up and running? Costs will include insurance, annual espresso machine safety checks, and/or full mobile catering vehicle checks, food hygiene and health and safety training, secure storage space, barista kit, beans and consumables, cycling kit, trading license, event and pitch fees, etc.

— **Gas supplier:** The espresso machine uses LPG gas. Do you have a local supplier for propane and/or butane cylinders? For outdoor use, we strongly recommend the lightweight fibreglass cylinders that hold 5kg of propane LPG. Butane is advised for indoor use and, until a fibreglass option is available, the smaller steel cylinders that hold 4.5kg of butane LPG are recommended. Gas consumption depends on how busy you are and other variables, but as a rough guide on a busy day you might use around 0.4 – 0.8kg of gas.

— **Maintenance:** Are you (or your barista/operator) happy to get your hands dirty performing daily maintenance tasks? Do you have an affinity for mechanical machines and the necessary technical skills to maintain coffee and bicycle-based machinery? (For example, can you repair a puncture, adjust disc brakes or tension a drive belt correctly?) If you don't, do you have a good bike mechanic lined up?

— **Security and storage:** Do you have secure storage for your Velopresso when it's not in use? As an 'open' machine it will need full cover overnight to protect from weather and somewhere that is secure.

— **Work opportunities:** Have you secured a local selling pitch, with a relevant trading license (if required)? Or lined up selling options at festivals, private catering events and other work opportunities?

— **Barista hire:** If you're buying a Velopresso for your business, have you engaged enough suitably experienced (as above), long-term baristas to make your business model work? Aside from the experience required to operate a Velopresso well, it is important to note that the machine is not suited to being operated by several different baristas of significantly different height – see 'Cyclist height' above.

— **Regulations:** If coffee retail is not already part of your business, have you researched and put in place all the necessary health, safety and legal requirements to operate a mobile coffee selling business? For example, in the UK this would probably include public liability insurance, food hygiene certificates, trading licences, etc. In the UK, the trade association NCASS can offer guidance and training specifically for mobile catering businesses.

If you've read and understood all of this, and you want to order a Velopresso trike, we're delighted to have you as a customer. We want you to enjoy your Velopresso, and we're here to help.

Please also read the Specification, Terms & Conditions of Trade and Delivery Guide, then go to our Order page and complete the Registration Form to start the order process.